



Data and Privacy File Guides

AppleCare Partner Reservation

September 2024

File name AppleCare Partner Reservation.csv

File description This file contains information regarding the reservations booked with Apple Authorized Service Providers.

Why Apple keeps this information Apple retains customer's reservation details so that Apple Authorized Service Provider can validate the reservation to support customers when they arrive at the location.

Field Name	Details
Case ID	Identifier for the customer's support session
Email ID	Customer's email address
First Name	Customer's first name
Issue Reported	Description of the customer's issue while booking the reservation
Last Name	Customer's last name
Phone Number	Customer's phone number
Product Type	The type of product the customer brought to service provider location
Repair ID	Identifier assigned for each repair created
Reservation Date	The date of reservation
Reservation ID	Identifier for a specific reservation
Reservation Status	Status of the reservation
Reservation Type	Type of reservation
Serial Number	Serial number of the customer's product